

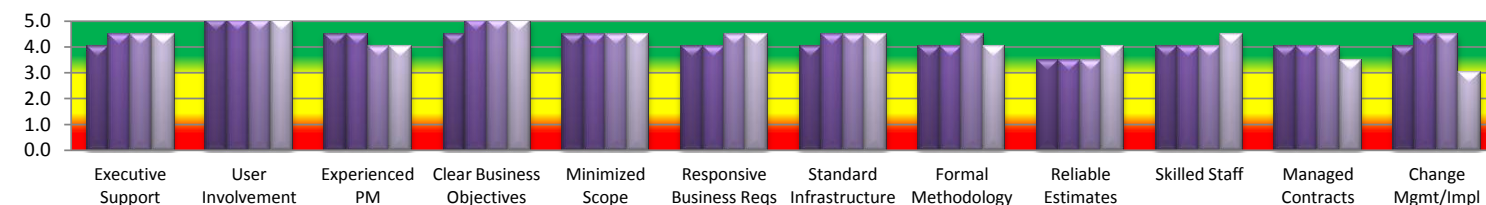


Briskin Consulting Project Quality SCORE Dashboard

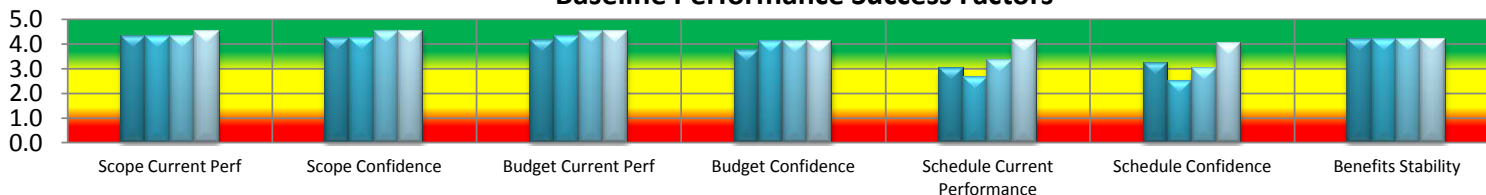
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as of November 30, 2011

DIS Success Factors



Baseline Performance Success Factors



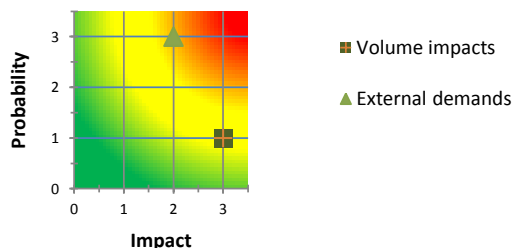
Organization Success Factors



Project Execution Success Factors



Project Risks



Top Issues

Issue response time doesn't meet expectations. Service level metrics for the past three months show unacceptably long response times for reported incidents. Analysis indicates that processes for handling issues are not well developed. CTS is working on process improvement.

External agencies that are not ready on time. The migration schedule depends heavily on agency readiness. Both technical issues on the project and strained agency resources have impacted the scheduled migrations.

Secure email contract delayed. The ASV was announced around October 1. As of 11/30, the contract was not yet finalized.

QA Commentary

The project team and collaborating agencies have migrated over 23,000 mailboxes in November alone, which represents a significant jump from the 7,300 total mailboxes migrated from May through October. The original estimate for completed migrations at the end of November was 31,529. Actual total completed migrations for the end of November was 30,639. Many technical issues have been resolved, although end users experienced some service disruptions due to high volumes and issues with the load balancing on the servers. Overall, the project status is "Green", however there are some concerns about issue response time, the delays in the secure email contract, and agency application/SMTP relay testing.

Findings and Recommendations

- Issue Response Time:** (Finding) Issue response time is unacceptably high. Carefully monitor INFRA tickets and issue resolution. Identify process improvement areas and review regularly until process becomes clearer to all involved. Consider more frequent or detailed communications regarding issue response time.
- Secure Email Contract Delay:** (Finding) The secure email contract is significantly delayed. Consider alerting ASV that contract offer will be rescinded unless it is completed within a defined short time window. Reject any contract inclusion requests that were not included in the RFP, unless they are beneficial to CTS/State of Washington.
- Agency Application Integration/SMTP Relay Testing:** (Recommendation) Place emphasis on communicating schedule and process for agency application/SMTP relay testing to agency technical staff and IT executives. Engage in conversations with key agencies about application testing support. Identify what users seek from CTS, and their concerns.